



Privacy Policy

January 2024



Data Protection

Moonance LLC (“the Company”) and everyone responsible for using data follow strict rules on how personal information can be collected and used. Users must make sure the information is:

- used fairly and lawfully
- used for limited, specifically stated purposes
- used in a way that is adequate, relevant and not excessive
- accurate
- kept for no longer than is absolutely necessary
- handled according to people’s data protection rights
- kept safe and secure
- not transferred without adequate protection

The Company is the data controller regarding the information it gathers from its clients including that obtained via the Company’s website (“www.bullwaves.com”). Following the legislation, the Company views the protection, privacy and safeguarding of the personal and financial information of clients and Website visitors as a high priority.

This statement outlines the Company’s privacy policy and explains how the Company ensures all personal information collected by it remains confidential and respects each individual’s privacy and safeguards it at all times. By opening an account or by using the Website, clients give their consent to the collection and use of personal information by the Company as explained in this privacy statement.

Bullwaves Prime is a trading name of Moonance LLC (Registration No. 2141 LLC 2022) with registered address: First St Vincent Bank Ltd Building, James Street, Kingstown, St. Vincent and the Grenadines



Collection of and use of Personal Information

The Company obtains details from each client to verify identity and assess the appropriateness for opening a trading account. Information collected includes personal names, physical and email addresses, telephone numbers, dates of birth, occupation, passport and other identification details, and personal financial information including annual income and approximate net worth to assess a client's financial positions. In addition, the Company may collect other information to better assess a client's particular interests, e.g. for customising websites and general marketing purposes.

Our Affiliates and Partners

The Company may at times enter into partnerships and alliances which may include joint marketing and affiliate agreements with other companies who offer products and services that might be of value to the Company's clients. The Company may share information with such partners and affiliates if the information is required to provide the product or service a client has requested or to provide a client with the opportunity to participate in the products or services the partner or affiliates offer and to ensure that such products and services meet a client's needs and are delivered in a manner that is useful and relevant. The use of a client's personal information is limited to the purposes identified in the Company's relationship with the partner or affiliate.

Using your information to help in the prevention of terrorism and crime

Where we are required by law, your personal information may also be disclosed to an applicable governmental, regulatory or enforcement authority. These authorities may then use your personal information to investigate and act on any breach of law or regulatory rules per their procedures.



Third Parties and transfers of personal data

The Company does not sell, license, lease or otherwise disclose any client's personal information to any third party for any reason, except in the following circumstances:

- where required by regulatory, law enforcement or other government authorities;
- when necessary to protect the Company's rights or property;
- to help improve services to clients where the Company may engage another business to help carry out some internal functions such as account processing, order fulfilment, customer service, client satisfaction surveys or other support services or data collection activities relevant to the Company's business.

Information may be processed by staff who work for the Company or for one of the Company's suppliers. The Company may also provide a party with client information from a Company database to help analyse and identify client needs and notify clients of product and service offerings. Use of the information shared is strictly limited to the performance of the task of the Company's requests and for no other purpose.

All third parties with whom the Company shares personal information are required to protect personal information like how the Company protects personal information.

Security

All information that clients provide to the Company is stored on secure servers. Payment transactions are encrypted using SSL technology. Where the Company has given, or where a client has chosen, a password to access certain parts of the Website including the trading and client account area, the client is responsible for keeping the password confidential and clients should not share the password with anyone.

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The transmission of information via the Internet can never be completely secure. Although the Company does its best to protect personal data it cannot guarantee the security of data transmitted to the Website and any transmission is at a client's own risk. Once it has received client information the Company will use strict procedures and security features to try to prevent unauthorised access.

Restriction of Responsibility

If at any time any client chooses to purchase a product or service offered by another company, any personal information the client shares with that company will no longer be controlled under this Company's privacy policy. The Company is not responsible for the privacy policies or the content of sites that its Website links to and has no control over the use or protection of information provided by clients or collected by those sites. Whenever a client elects to link to a co-branded or linked website, the client may be asked to provide registration or other information and such information will be going to a third party and the client should therefore first become familiar with the privacy policy of that third party.

Marketing

The Company may use client data to provide information about products and services which could be of interest and Company staff or agents may contact a client about them by email, telephone and post. To prevent information from being used in this manner, clients should tick the relevant boxes when being asked for their marketing preferences. These set preferences can be changed at any time by contacting the Company. An opt-out election made by one account owner of a joint account applies to all account owners of the joint account. An opt-out election must be made for each separate account a client holds with the Company.

Training of staff

The Company provide regular training to our staff on their privacy obligations. We regard data protection breaches very seriously and will enforce appropriate action whether the breach is deliberate or through negligence.

Recording telephone calls

The Company may monitor or record phone calls with you in case we need to check we have carried out your instructions correctly, to resolve any queries or issues, for regulatory



purposes to help improve our quality of service and to help detect or prevent fraud or other crimes. Conversations may also be monitored for staff training purposes.

Use of Cookies

The Company uses cookies to assist it in securing client trading activities and to enhance the performance of the Website. Cookies are small text files sent from the web server to a client's browsing device. Cookies used by the Company do not contain any personal information nor do they contain account or password information. Cookies are used for various purposes such as allowing the Website to recognise that a page request comes from someone who has already logged on, and to recognise individual user preferences to deliver a bespoke presentation of the site to a client. For further information on the use of cookies, clients should read the Company's separate Cookies Policy.

The Company may share Website usage information about visitors to the Website with reputable advertising companies for targeting the Company's Internet banner advertisements on the Website and other sites. For this purpose, pixel tags may be used to note the pages a client has visited. The information collected by the advertising company through the use of these pixel tags is not personally identifiable.

Clients Rights

A client has the right to request a copy of all the information the Company holds on them. A fee might be charged for providing this. A client also has the right to have any inaccuracies corrected, the right to object to the use of their data, and the right to block any specific uses of their data by the Company through a request in writing to the customer service team at prime@bullwaves.com.

Changes to this Privacy Statement

The Company may from time to time revise and update this Privacy Statement and will promptly post the new version on the Website as well as posting a notice on it to inform all clients of the change. The client agrees to accept a posting of a revised Privacy Statement electronically on the Website as actual notice to them. Any dispute over the Company's Privacy Statement is subject to this notice and the Company's Terms and Conditions. The Company encourages clients to periodically review this privacy statement so that they are



aware of the information the Company collects, how it uses it and to whom else it might be disclosed. If a client has any questions that this Privacy Statement does not address, they should contact a Customer Services representative of the Company.